

DEPARTMENT OF BENEFIT PAYMENTS

744 P Street, Sacramento, CA 95814
(916) 322-4134



December 2, 1977

ALL-COUNTY LETTER NO. 77-53 (Civil Rights)

TO: ALL COUNTY WELFARE DIRECTORS
AND PERSONNEL OFFICERS

SUBJECT: MERIT SYSTEM SERVICES

REFERENCE: NONE

The Civil Rights Branch of the Department of Benefit Payments is soliciting your comments regarding the role of Merit System Services (MSS) of the State Personnel Board and the level of service which they provide you.

MSS' entire operation is funded through reimbursement from the State Department of Benefit Payments, the Department of Health (including Social Services), and the Office of Emergency Services. As one of the major contributors to MSS' operation, it is DBP's responsibility to ensure that the funds are spent correctly and that the agreed upon level of service is being provided to the county welfare departments. Also, since DBP has overall responsibility for the delivery of the welfare system in California, we must assess the impact of MSS on the quality of welfare programs at the county level. The Civil Rights Branch has been delegated this responsibility to monitor MSS activities.

Your input will be valuable in making an assessment and in developing goals and objectives to be accomplished by MSS under our interagency contract with them.

Please respond to the following questions (and add any additional comments you feel are appropriate):

1. What, in your opinion, is the role of MSS in regards to county welfare departments in general and your department in particular?
2. Would you define MSS as a control agency or service agency? Why?

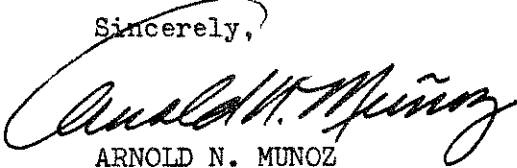
3. Do you feel that MSS, in its activities in your county, is sensitive to your welfare and social service program needs?
4. Are you satisfied with the level of service you are currently receiving from MSS? (Use specific examples - positive or negative.)
5. Are there conflicts between MSS requirements and countywide policy or practice? How do you resolve such conflicts?
6. What changes would you recommend to improve the services?

We wish to complete this survey within a short time and would like to receive your comments by December 15. Please address them to:

Mari Goldman, Assistant Director
Civil Rights Branch
Department of Benefit Payments
744 P Street, M/S 17-5
Sacramento, CA 95814

Your cooperation is appreciated.

Sincerely,



ARNOLD N. MUNOZ
Deputy Director

cc: CWDA